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December 7, 2018

Ex Parte

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: *Implementing Kari's Law and Section 506 of RAY BAUM'S Act*, PS Docket No. 18-261; *Inquiry Concerning 911 Access, Routing, and Location in Enterprise Communications Systems*, PS Docket No. 17-239

Dear Ms. Dortch:

On December 4, 2018, Rachel Petty and Traci Biswese, of RingCentral, Inc. ("RingCentral") and Susannah Larson and the undersigned, of Harris, Wiltshire & Grannis LLP, met with Erin McGrath and Kagen Despain of Commissioner O'Rielly's office. On December 6, we met with Travis Litman of Commissioner Jessica Rosenworcel's office. We also met with Ken Carlberg, Chief Technologist; and David Furth, Michael Wilhelm, Rasoul Safavian, William Beckwith, and John Evanoff of the Public Safety and Homeland Security Bureau ("PSHSB"), with Dieter Rencken of RingCentral, and Erika Olsen, Brenda Boykin, and Nellie Foosenar of the PSHSB joining by phone. Also on December 6, Rachel Petty, Susannah Larson, and I met separately with Zenji Nakazawa of Chairman Ajit Pai's office. During the meetings, we discussed the Commission's Notice of Proposed Rulemaking ("NPRM") regarding 911 call requirements to implement Kari's Law and Section 506 of RAY BAUM's Act in the above-captioned proceeding.[1]

We explained that RingCentral is a leading provider of interconnected VoIP, cloud-based PBX, and unified communications services. RingCentral provides its customers with the most reliable, flexible, and innovative 911 solutions possible, and, in doing so, is committed to meeting its customers' needs and maximizing public safety.

RingCentral has a long history of addressing enterprise customers' particular emergency calling needs, and many of the solutions RingCentral has developed anticipate the proposed MLTS requirements in the NPRM. Particularly, RingCentral has developed solutions for 911 direct dialing and the provision of emergency calling notifications within customer locations. RingCentral has also developed solutions to enable detection of the location of a call placed by a user as that user moves throughout an MLTS enterprise customer's site.

[1] *Implementing Kari's Law and Section 506 of RAY BAUM'S ACT*, Notice of Proposed Rulemaking, FCC 18-132, PS Docket Nos. 18-261 and 17-239 ¶ 1 (rel. Sept. 26, 2018) ("NPRM").

RingCentral explained that the Commission should clarify that the proposed MLTS notice and dispatchable location requirements only apply *on-site* at the individual facilities where MLTS is deployed and the owner controls the network. There are a number of common circumstances where these requirements, if they applied more broadly, would be at odds with technology, customer flexibility, and other compelling interests. For a distributed workforce, for example, a notification to a central location would not serve any purpose, as the employer likely would not have information about distant remote workers that could assist emergency responders. There are also challenges with providing dispatchable addresses for workers off-site, discussed in more detail below with respect to the interconnected Voice over Internet Protocol (VoIP) rules. For small enterprises or locations with only a few lines, the notification and dispatchable address location requirements would likely be of limited utility, and the customer in that instance should have the freedom to decide if these requirements make sense for their enterprise.

For these reasons, the Commission should expressly clarify that the notice and dispatchable location requirements only apply on-site, at MLTS sites with more than 50 lines, and where the MLTS owner controls the network. This clarification would not create a public safety gap, as use outside of these thresholds would still be covered by the underlying service rules, such as the interconnected VoIP rules. Likewise, limiting the application to these settings will fulfill the purpose of Kari's Law and RAY BAUM's Act, which are targeted at addressing challenges with campus, hotel, large enterprise, and similar sites. It will also avoid any confusion in the marketplace, as it will give both providers and companies clarity on when the MLTS notice and dispatchable address rules apply.

RingCentral also discussed the proposed location requirements for interconnected VoIP. RingCentral appreciates the Commission's proposal to maintain flexibility for interconnected VoIP providers by allowing providers to prompt users to update their Registered Location or to provide a dispatchable location without user intervention. This flexibility will allow interconnected VoIP providers to continue to innovate and develop the best solutions to meet customer needs.

The proposed interconnected VoIP location requirements have technological challenges, however, that may not be possible to overcome without modification to the rules. The proposed requirement that interconnected VoIP must be able to "identify whether the service is being used from a different location" to either prompt the customer to provide a new Registered Location or update the Registered Location without requiring additional action by the customer, is not always possible. RingCentral explained that outside of the enterprise campus setting, automatically detecting location, or even detecting that a user has changed locations, can be a challenge in some use cases.

For example, interconnected VoIP users increasingly use browser-based applications for calling, but browser-based applications—by design—do not have the capability of detecting a user's location unless that user opts-in to location detection. If a user does not opt-in, the browser-based application cannot automatically detect location or even detect that a user has changed location to prompt the user to update the Registered Location. This is a positive design feature to protect users' privacy and to prevent malicious websites from attacking a user's

device. But it limits the ability of the provider to detect when a user has changed location. There are similar challenges for users logging in with VPN, as it may not be possible to detect that a user is not located on the same site as the enterprise network, or to determine which of these locations is the user's true location.

Finally, even when it is available, the technology behind automatic location detection is not yet sufficiently precise to provide a reliable dispatchable address. For emergency response, an accurate location is critical. If the technology cannot yet detect a user's location, it is important that users do not believe that they can rely on location detection in an emergency. If the requirements are at odds with technology or other compelling interests, such as privacy, that raises the risk that 911 solutions will not be able to meet user expectations, which itself is a significant risk to public safety.

Please do not hesitate to contact me if you have any questions or would like additional information.

Sincerely,

Brita Strandberg
Counsel to RingCentral, Inc.

cc: William Beckwith
Brenda Boykin
Ken Carlberg
Kagen Despain
John Evanoff
Nellie Foosaner
David Furth
Travis Litman
Erin McGrath
Zenji Nakazawa
Erika Olsen
Rasoul Safavian
Michael Wilhelm